



EXPEDITED PROCEDURE - EXAMINING GROUP 2143
S/N 09/540,502

AP 2700
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PATENT *#10*

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Thomas G. Brewer et al. Examiner: Nguyen, Phuoc H
Serial No.: 09/540,502 Group Art Unit: 2143
Filed: March 31, 2000 Docket No.: NCR 837 (1592.019us1)
Title: CHANNEL DIRECTOR FOR CROSS-CHANNEL CUSTOMER
INTERACTIONS

T. D.
10/28/03
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RESPONSE UNDER 37 C.F.R. 1.116

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Applicants have reviewed the Office Action mailed on July 21, 2003. Applicants provide the following remarks.

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[Signature]



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Title: CHANNEL DIRECTOR FOR CROSS-CHANNEL CUSTOMER INTERACTIONS

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We are transmitting herewith the following attached items (as indicated with an "X"):

☒ A return postcard.

☒ An Response under 37 C.F.R. 1.116 (4 Pages).

Please consider this a PETITION FOR EXTENSION OF TIME for sufficient number of months to enter these papers and please charge any additional fees or credit overpayment to Deposit Account No. 19-0743.

SCHWEGMAN, LUNDBERG, WOESSNER & KLUTH, P.A.

Customer Number 21186

By: Joseph P. Mehrle

Atty: Joseph P. Mehrle

Reg. No. 45,535

CERTIFICATE UNDER 37 CFR 1.8: The undersigned hereby certifies that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail, in an envelope addressed to: MS AF, Commissioner for Patents, P.O.Box 1450, Alexandria, VA 22313-1450, on this 16th day of October, 2003.

Name

Amy Moriarty

Signature

Amy Moriarty

SCHWEGMAN, LUNDBERG, WOESSNER & KLUTH, P.A.

(GENERAL)

Customer Number 21186